

## SPIRIT Nomination Form

**Employee's name:** Ida Griffiths

**Dept:** General Services

**Nominator's name:** Budget and Performance

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**Service Excellence:** Ida doesn't belong to just one department; she works for the whole City. Whether in her own department or another, Ida strives for Excellence. Every Day in everything she does. She provides outstanding customer service for both citizens and other city employees. Ida always considers her customers' requirements and anticipates their needs. She always has a "what can I do to help attitude" whenever she hears of a coworker's problem. As an added plus, she is always in a great mood with a smile on her face. You can't help but laugh and smile when Ida is around.

**Producing A+ Results:** Ida is responsible for all administrative tasks in the General Services department. Whether it's handling customer issues, completing work orders in the system or any of the other multitudes of tasks Ida does, you can be sure it will be done right the first time.

**Initiative:** Ida not only produces A+ results just for General Services, but also other city departments, often without needing to be asked or with little fanfare. When a recent water leak damaged IT equipment and affected the phone and email system, Ida assisted IT personnel in assessing the damage and even went to Starbucks to get coffee for staff to get through the long day.

**Responsible:** On two separate occasions Ida has provided administrative support for two departments for weeks at a time. She never missed a beat and provided top notch work, even though she had never worked in those departments before. No matter if she is in General Services or another department; Ida takes her role at the City seriously and is responsible for her tasks.

**Innovative:** Ida is always willing to look at different way to do her job. She doesn't have the attitude of "this is how we have always done it", instead Ida is open to new processes and willing to implement new ways to see if it works more efficiently for the customer. For example, she established a google calendar for overtime within the cleaning crew department. She also uses visual aids to reconcile green sheets and invoices to help clarify the amounts to be paid for Accounts Payable.

**Teamwork:** Ida never hesitates to assist another department in order to get the job done. In addition, she coordinates travel and handles purchase orders not only for General Services, but other departments. She does so without complaining and again, always with a smile and excellent customer service.